

# The **IPN DISPATCH**

**IPN**  
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IPN Monthly Dispatcher Update

July 2017

## **DISPATCHER OF THE MONTH**

We are pleased to announce that FLA130 has been named DOTM!

Congratulations to this 14 year IPN Dispatch veteran!

*Dispatcher of the Month is a random drawing and all active dispatchers are eligible to win.*

## **DISPATCHERS ONLY**

Were you aware that there is an IPN dispatchers page on Facebook? It's a great place for people to communicate. In addition to IPN's chat, you can post just about anything you would like to share. It is not publicly listed - only active dispatchers are allowed access. To request access please go to the page and click "Join Group" button: <https://www.facebook.com/groups/44716442508/>



## **STICK IT!**



Get this cool IPN Dispatcher sticker to promote what you love doing! Stick it on your car, your laptop, wherever you want. Send an email to support to get yours. Oh, did we mention that it's free?? We have a limited number of stickers so send your mailing address now to [support@incidentpage.net](mailto:support@incidentpage.net) - one per person.

## **IN THIS ISSUE**

Dispatchers FB Group  
Locked Vehicle Calls  
IPN Support Emails  
Monthly Stats  
Dispatcher Photos



05-31-2017 @14:31 | CA  
| Kern County (Delano)|  
Major Accident| Kern  
4| Driver Rd & 9th  
ave|KCFD on scene of  
two veh MVA 4 patients  
| U/D: 2 critical, 1  
moderate, 2 minor.  
Medivac launching.|  
CAL003

Photo by Trey Spooner  
Photography

# MAKING THE CALL

Imagine that you are listening to the radio and you hear units dispatched to a child locked in a vehicle. Is this a service call, rescue event, or criminal act? To shed some light on the severity of incidents involving children/pets locked in a vehicle, check out this CNN video report: <http://www.cnn.com/2015/07/08/living/kids-pets-trapped-hot-cars-feat/>



event, such as if the child is in serious or critical condition after making access.

Also, keep in mind the category you use is based on the info that you hear. There are multiple categories because each incident is unique. When unsure, take a moment to consult the category

definitions or ask the hotline dispatchers for guidance.

While, this is a potentially life threatening situation, we caution against paging out every locked-in call that involves a vehicle. As an IPN dispatcher, it is your responsibility to listen and make a determination regarding the **newsworthiness** of the

Key information should be included in the notification. For example, life status of the patient, current temperature, how long has the child been in the vehicle, is the parent or guardian present? The more you give, the happier our members will be.

06-09-2017 @ 09:23 |  
CON | Southington, CT  
(Hartford County) | 2 Alarm  
Fire | 11 Todd Rd | SFD o/s  
fire on 1st & 2nd floor of  
a 2 story house, 2 LSO,  
M/A plainville, Berlin  
M/A:Meriden | CON203

Photo by Rick Kulmann



# NASTYGRAMS

Let's say you just received a support ticket from IPN admin. You're frustrated and maybe even slightly offended that someone would call into question something you've paged when admin may not even know how things "roll" in your area. Well, we don't pretend to know everyone's area but there are certain things that should be paged the same across the board. For instance; a house fire call with a FD unit arriving stating fire showing from the structure in the State of Wyoming will be basically the same in Connecticut or anywhere else. We understand there might be some isolated cases where a departure from this norm may occur but that is the exception - NOT the rule. Why are we saying this? We have an underlying goal and standard for quality with IPN alerts and desire everyone to know and adhere to them.

Given the vast number of dispatchers we have—all of whom come from a great variety of backgrounds and experiences—it is necessary to have a standard in place to govern how alerts are worded to maintain



integrity. It also means some will make judgment errors even though we have a very detailed [Category Definitions page](#) that goes to great lengths in

establishing this standard operating procedure (SOP). It is our job to alert you when a page doesn't fit the guidelines.

It is always frustrating when we get blow-back from members who don't thoroughly read the wording of the support notification and get upset. It is never our position to be bullies or jerks; we are simply being corrective. The idea that "we are out to get you" is not the way to approach these emails. We all make mistakes including us. We are always striving to be more fair in our approach to handling complaints. This is being accomplished by reviewing audio archives, which eliminates the he-said-she-said situation, for the most part. So, please, don't get angry, mad or offended. It's not necessary. These are not Nastygrams, only attempts at reaching a common goal.



# STEPPING IT UP

We told you every page counts and apparently our California dispatchers listened. The members in those four chapters stepped up their game and rallied to take the top spot for the first time this year. They narrowly beat the Florida team posting just 19 incidents more than the Sunshine State. Nicely done! Numbers of the top three were 2492, 2471, and 2117.

Rounding out the list we have Massachusetts rallying to take the #4 spot and Connecticut appearing as the 10th busiest. This is CONs first appearance this year after placing high on three occasions in 2016. New Jersey's activity level dropped for the month. They dove to their lowest position this year but we are confident the NJY and NJS dispatchers will overcome this.

JAN	FEB	MAR	APR	MAY
New York	Florida	Florida	Florida	California
California	New York	New York	California	Florida
Florida	California	California	New York	New York
New Jersey	New Jersey	Mass	New Jersey	Mass
Texas	Mass	New Jersey	Illinois	Illinois
Mass	Pennsylvania	Maryland	Mass	Texas
Pennsylvania	Maryland	Illinois	Texas	New Jersey
Wisconsin	Texas	Texas	Pennsylvania	Ohio
Ontario	Wisconsin	Ohio	Ohio	Pennsylvania
Ohio	Illinois	Pennsylvania	Maryland	Connecticut

Members inquired about the status of our Canadian chapters because Ontario has not been on the top 10 since January. While we are happy to see that Ontario is still hammering out a dozen or so calls a day, their call volume is half of what it was when they made the chart. We hope to see ONT rise again. British Columbia, Alberta and Nova Scotia are also active chapters though not as busy as Ontario. Growth and interest in the other provinces are a work in progress.

*Good job, everyone, and thanks for stepping up!*

**06-14-2017 @20:03 | WAS | Spokane (Spokane County)| Major Accident| E Broad Ave & N Nevada St| S20 command car vs motorcycle rider pinned, serious injuries. [WAS007] | ARI777 | U/D: S20 confirms rider trapped is deceased. Major crash investigators en route.| WAS007**

**Photo by Jim Carbis**



06/21/17 16:32 | IND | Middletown (Henry County)| Major Accident| N Mechanicsburg Rd& W 825 N| Delayed: Units o/s two vehicle MVA with entrapment| IND041

Photo by Debbie Thompson



HOTLINE INFO

**Remember:**  
Provide all necessary info and spell out street names and towns.

**Text:** [hotline@incidentpage.net](mailto:hotline@incidentpage.net)  
**Toll-free Phone:**  
1-888-339-8259



06-20-2017 19:34 | CON | Litchfield County (New Hartford)| Traffic Advisory| 155.1075| 485 Main St|NHFD O/S w/ a car vs bicyclist, no FD needed EMS only| CON001

Photo by Noah Fallon. Note: Lifestar medical helicopter coming in for a landing at the local hospital to pick up the patient from this accident.

## CONTACT US

We want to hear from you and share it with other dispatchers! Please send us your article suggestions, incident photos, input, and feedback.

Remember, this is YOUR newsletter!

### Newsletter Story & Photo Submission:

[newsletter@incidentpage.net](mailto:newsletter@incidentpage.net)

### General Support:

[support@incidentpage.net](mailto:support@incidentpage.net)

### Dispatcher Admin Office:

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